Get an overview of the online moving process with pro tips from experienced customers a counselors.

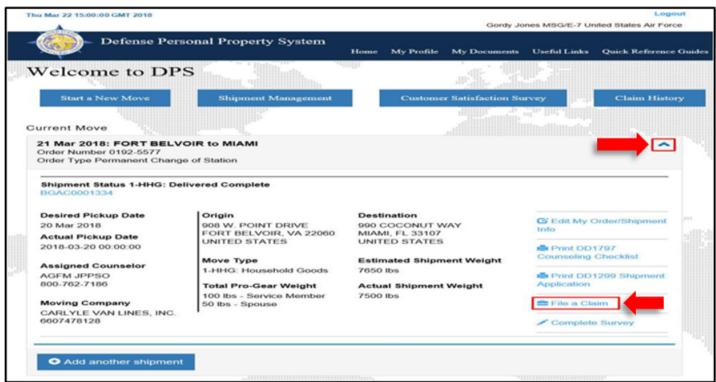
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Need more? Visit or call your local transportation office.

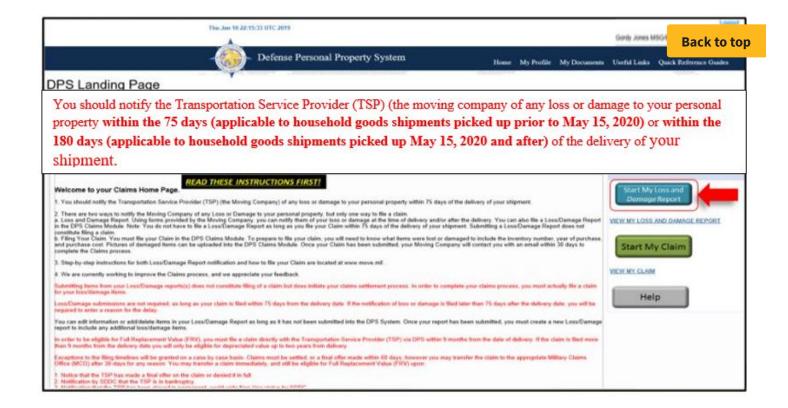
TUTORIAL

File a Loss & Damage Report

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INSTRUCTIONS: To create a Loss & Damage Report, from the welcome screen locate your shipment and click on the File a claim link. If you've had previous moves, you may have to use the expand icon to locate your shipment.

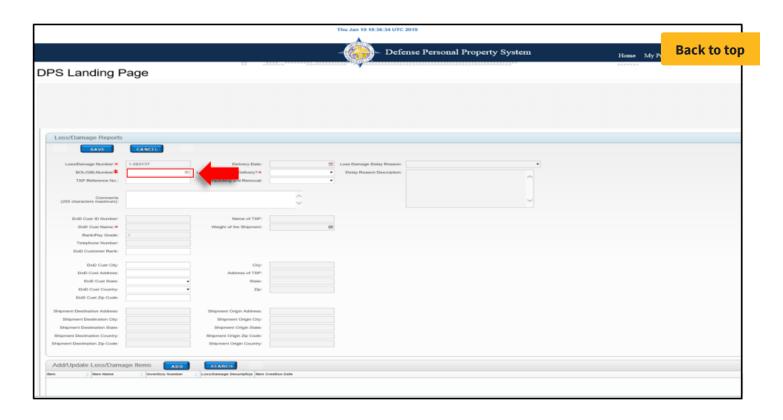


INSTRUCTIONS: To create a Loss & Damage Report, not a claim, select the Start My Loss and Damage Report button.



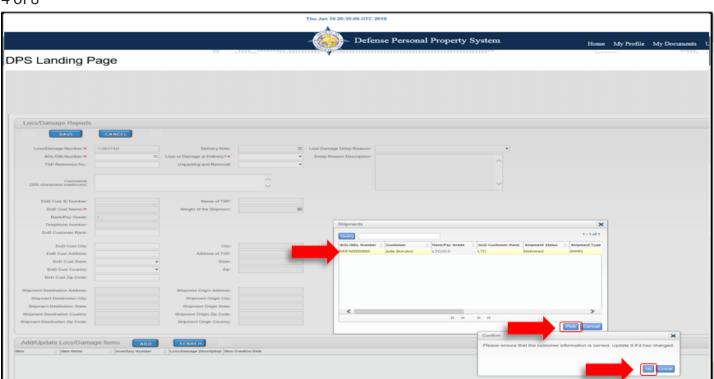
A Loss & Damage Report allows you to notify the moving company of your intent to file a claim for missing or damaged items. **Remember...a Loss & Damage Report is NOT a claim.**

You should notify the Transportation Service Provider (TSP) (the moving company of any loss or damage to your personal property within the 75 days (applicable to household goods shipments picked up prior to May 15, 2020) or within the 180 days (applicable to household goods shipments picked up May 15, 2020 and after) of the delivery of your shipment.



On the Loss/Damage Reports page, select the icon in the BOL/GBL Number field. DPS will present a pop-up window with a list of shipments..

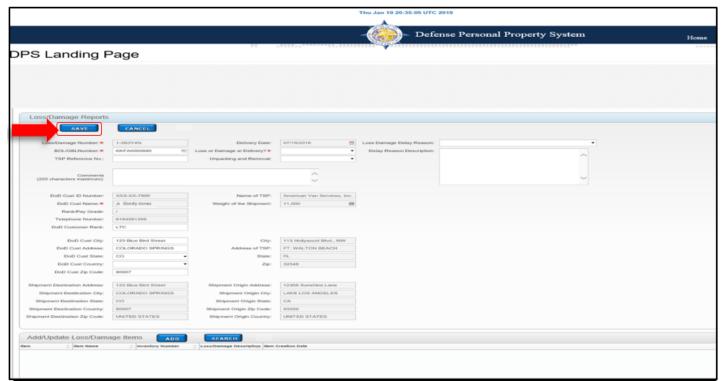
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Select a listed shipment in the pop-up window, select the Pick button and then confirm Object to the DPS will populate the record with information about the selected shipment.

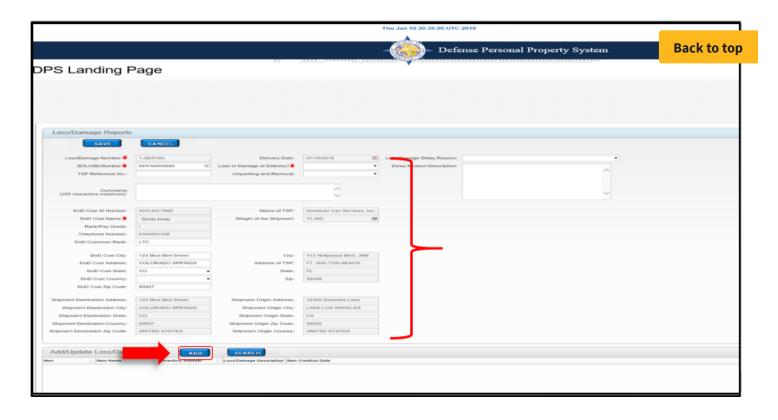
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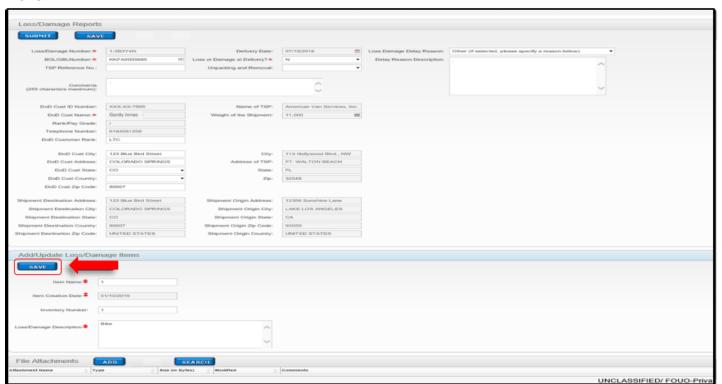
Select Save button to create the Loss & Damage Report.

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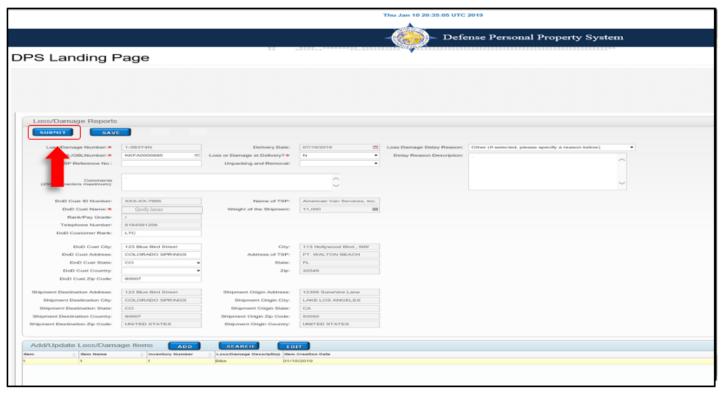


Next, update any required * information. Now its time to use the ADD button to define one or more Loss/Damage Items and any associated file attachments (i.e., to upload pictures of damage).

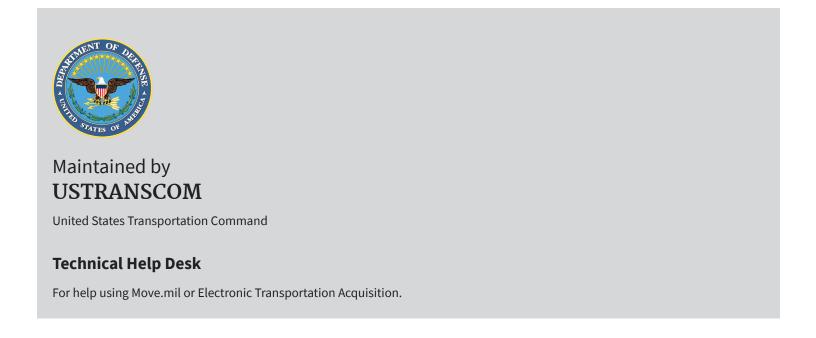
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To complete the Loss/Damage Report process, after all items and attachments are added to the report, **you must click on the Submit button** to process the Loss & Damage Report.



Phone

Toll-Free: <u>(800) 462-2176</u> Commercial: <u>(618) 589-9445</u> **Back to top**

Email

<u>usarmy.scott.sddc.mbx.g6-SRC-DPS-HD@mail.mil</u>

Submit a ticket online

https://src.servicenowservices.com/src/